

### Provider Activity

| Monthly Trend | Measure        | Actual | 1 Yr Ago | Variance % |
|---------------|----------------|--------|----------|------------|
|               | Unique Clients | 249    | 246      | 1%         |
|               | Admits         | 14     | 25       | -44% ▼     |
|               | Discharges     | 14     | 6        | 133% ▲     |
|               | Service Hours  | 525    | 568      | -7%        |

▲ > 10% Over 1 Yr Ago    ▼ > 10% Under 1Yr Ago

### Clients by Level of Care

| Program Type         | Level of Care Type | #   | %      |
|----------------------|--------------------|-----|--------|
| <b>Mental Health</b> | Outpatient         | 249 | 100.0% |

### Consumer Satisfaction Survey (Based on 99 FY15 Surveys)

| Question Domain               | Satisfied % vs Goal% | Satisfied % | Goal % | State Avg |
|-------------------------------|----------------------|-------------|--------|-----------|
| ✓ General Satisfaction        |                      | 93%         | 80%    | 92%       |
| ✓ Quality and Appropriateness |                      | 92%         | 80%    | 93%       |
| ✓ Participation in Treatment  |                      | 89%         | 80%    | 92%       |
| ✓ Respect                     |                      | 88%         | 80%    | 91%       |
| ✓ Overall                     |                      | 86%         | 80%    | 91%       |
| ✓ Access                      |                      | 84%         | 80%    | 88%       |
| ● Recovery                    |                      | 70%         | 80%    | 79%       |
| ● Outcome                     |                      | 67%         | 80%    | 83%       |

Satisfied %    |    Goal %    0-80%    80-100%    Goal Met    Under Goal

### Client Demographics

| Age               |     |     |           | Gender                          |     |     |           |
|-------------------|-----|-----|-----------|---------------------------------|-----|-----|-----------|
|                   | #   | %   | State Avg |                                 | #   | %   | State Avg |
| 18-25             | 14  | 6%  | 13%       | Female                          | 151 | 61% | 42% ▲     |
| 26-34             | 31  | 12% | 22%       | Male                            | 98  | 39% | 58% ▼     |
| 35-44             | 46  | 18% | 19%       |                                 |     |     |           |
| 45-54             | 73  | 29% | 24%       |                                 |     |     |           |
| 55-64             | 71  | 29% | 17% ▲     |                                 |     |     |           |
| 65+               | 14  | 6%  | 5%        |                                 |     |     |           |
| Ethnicity         |     |     |           | Race                            |     |     |           |
|                   | #   | %   | State Avg |                                 | #   | %   | State Avg |
| Non-Hispanic      | 194 | 78% | 75%       | White/Caucasian                 | 110 | 44% | 66% ▼     |
| Hisp-Puerto Rican | 28  | 11% | 12%       | Black/African American          | 90  | 36% | 16% ▲     |
| Unknown           | 14  | 6%  | 5%        | Other                           | 28  | 11% | 13%       |
| Hispanic-Other    | 11  | 4%  | 6%        | Unknown                         | 10  | 4%  | 3%        |
| Hispanic-Cuban    | 1   | 0%  | 0%        | Am. Indian/Native Alaskan       | 5   | 2%  | 0%        |
| Hispanic-Mexican  | 1   | 0%  | 1%        | Asian                           | 3   | 1%  | 1%        |
|                   |     |     |           | Multiple Races                  | 2   | 1%  | 1%        |
|                   |     |     |           | Hawaiian/Other Pacific Islander | 1   | 0%  | 0%        |

Unique Clients    |    State Avg    > 10% Over State Avg    > 10% Under State Avg

### Program Activity

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### Data Submission Quality

| Data Entry      | Actual | State Avg |
|-----------------|--------|-----------|
| Valid NOMS Data | 97%    | 95%       |

| On-Time Periodic | Actual | State Avg |
|------------------|--------|-----------|
| 6 Month Updates  | 15%    | 67%       |

| Cooccurring        | Actual | State Avg |
|--------------------|--------|-----------|
| MH Screen Complete | 100%   | 78%       |
| SA Screen Complete | 100%   | 76%       |

| Diagnosis              | Actual | State Avg |
|------------------------|--------|-----------|
| Valid Axis I Diagnosis | 100%   | 96%       |
| Valid Axis V GAF Score | 82%    | 91%       |

### Data Submitted to DMHAS by Month

|            | Jul | Aug | Sep | % Months Submitted |
|------------|-----|-----|-----|--------------------|
| Admissions | ■   | ■   | ■   | 100%               |
| Discharges | ■   |     | ■   | 67%                |
| Services   |     | ■   | ■   | 67%                |

■ 1 or more Records Submitted to DMHAS

### Discharge Outcomes

|                                  | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|----------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| Treatment Completed Successfully |                    | 2      | 14%      | 50%    | 38%       | -36% ▼         |

### Recovery

| National Recovery Measures (NOMS)    | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|--------------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| Social Support                       |                    | 113    | 45%      | 60%    | 65%       | -15% ▼         |
| Employed                             |                    | 16     | 6%       | 30%    | 19%       | -24% ▼         |
| Stable Living Situation              |                    | 124    | 50%      | 95%    | 83%       | -45% ▼         |
| Improved/Maintained Axis V GAF Score |                    | 10     | 5%       | 75%    | 48%       | -70% ▼         |

### Service Utilization

|                            | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|----------------------------|--------------------|--------|----------|--------|-----------|----------------|
| Clients Receiving Services |                    | 143    | 61%      | 90%    | 71%       | -29% ▼         |

### Service Engagement

| Outpatient                        | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|-----------------------------------|--------------------|--------|----------|--------|-----------|----------------|
| 2 or more Services within 30 days |                    | 10     | 71%      | 75%    | 63%       | -4%            |

▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

\* State Avg based on 93 Active Standard Outpatient Programs